



## SECTIONS MOST FREQUENTLY VIOLATED

### California Vehicle Code

- Section 25 (b) makes it unlawful for the holder of any occupational license to use the initials DMV, the Department of Motor Vehicles logogram, or the words Department of Motor Vehicles in any business name or telephone number. No occupational licensee may use the initials, logogram, or words in any advertisement in a way that indicates, or could be construed to indicate, any official connection with the Department of Motor Vehicles other than as a licensee.
- Section 11406 defines the contents of record to be maintained as follows:
  - (a) Every registration service shall keep business records containing all of the following information:
    - (1) The name, address, and license number of the registration service and the name and address of every employee who performs registration work.
    - (2) The name and address of each client for whom registration work was performed.
    - (3) The identity of every vehicle by year, make, type, license number, and vehicle identification number on which registration work was performed.
    - (4) The amount of registration fees or payments collected for each vehicle on which registration work was performed, including the method of payment to the registration service.
    - (5) The amount of registration fees or payments submitted to the department for each vehicle on which registration work was performed, including the date and method of payment to the department.
    - (6) The amount of any refunds or additional charges on registration fees or payments collected for each vehicle on which registration work was performed, including the date and method of payment of the refund or additional charge by or to the client, the registration service, or the department.
    - (7) The name, signature, or initials of each employee performing work on each transaction and the date the work was done.
    - (8) The cost to each client for the registration work performed on each of the client's vehicles.
  - (b) As an alternative to maintaining the records required by paragraphs (1) to (8), inclusive, of subdivision (a), a registration service may retain a copy of the listing sheet approved by the department for transmitting registration documents to the department.

- (c) Every registration service shall provide each customer with a document containing all of the information required by subdivision (a) relative to that customer's transaction, excluding paragraph (7) and excluding the addresses of employees and other customers' names and addresses. This requirement does not apply to transactions for customers of a dealer or dismantler.
- (d) Every registration service shall display prominently at its place of business a sign indicating that the service is not a branch of the department and shall inform each customer of that fact.
- Section 11407 requires business records identified in Section 11406, be maintained for at least four years and shall be open to inspection by the department during normal business hours. The department may duplicate or make a record of any information contained in any of those records. All records shall be returned to the licensee not later than 30 days after receipt of the records by the department.

#### California Code of Regulations

- Section 330.20 requires a registration service to notify the department within 10 days of the appointment or termination of a person employed to perform registration work. Occupational Licensing provides form OL 600 to facilitate this process.
- Section 330.24 (a) requires each registration service to display a sign that includes the full name of the service at the principal place of business. A sign is not required at a branch location that does not receive clients.
- Section 330.26 (a) requires all advertising and telephone listings to include the business name and address or the business name and license number. The name and address shall be the same as shown in department records. Further sub-sections (b) and (c) prohibit advertising that guarantees or implies issuance, the ability to influence the department, to obtain preferential treatment or to reduce departmental fees.
- Section 330.30 applies to all registration services and requires full disclosure of costs to perform work. All locations receiving clients shall conspicuously post this information.
- Section 330.40 prohibits the release of information and requires the registration service to keep confidential any name and address information obtained from departmental documents or records.



